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I hereby certify that, on the date indicated above, this paper or fee was deposited with the U.S. Postal Service & that it was addressed for delivery to the Assistant Commissioner for Patents, Washington, DC 20231 by "Express Mail Post Office to Addressee" service.

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07278

PATENT TRADEMARK OFFICE

Docket No. 3042/0G691US0

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: James D. Marks et al.

Serial No.: 09/447,259 Group Art Unit: 2163

Filed: November 23, 1999 Exr. D. Robertson

For: INTERACTIVE SYSTEM FOR MANAGING QUESTIONS AND ANSWERS AMONG USERS AND EXPERTS *FAX RECEIVED*

MAY 22 2002

*Official GROUP 3600*THIRD SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Hon. Commissioner of
Patents and Trademarks
Washington, DC 20231

Sir:

In order to comply with 37 CFR 1.197 and 1.98, attached hereto is a copy of Form PTO-1449 and copy of the document listed thereon.

In accordance with MPEP Sections 609 and 707.05(b), it is requested that the document cited (including any cited in applicant's specification which is not repeated on the attached Form PTO-1449) be given thorough consideration and that it be cited of record in the prosecution history of the present application by initialing Form PTO-1449 next to the document. Such initialing is requested even if the Examiner does not consider a cited document to be sufficiently pertinent to use in a rejection, or otherwise does not consider it to be prior art for any reason, or even if the Examiner does not believe that the guidelines for citation have been fully complied with. This is requested so that the document becomes listed on the face of the patent issuing on the present application.

The cited document is a copy of a reference cited by a reference found by the Examiner in this case. This reference was discussed in applicants' April 18, 2002 response to the First Office Action dated October 18, 2001. This reference is provided to comply with required formalities and for the convenience of the Examiner in considering the arguments contained in applicants' response.

The present Information Disclosure Statement is being submitted in compliance with 37 CFR 1.56, but the citation of such document is not to be construed as an admission that such document is necessarily relevant or prior art. No representation is intended that the cited document represents the results of a complete search, and it is anticipated that the Examiner, in the normal course of examination, will make an independent search and will determine the best prior art consistent with

USSN 09/447,259

Third Supplemental Information Disclosure Statement

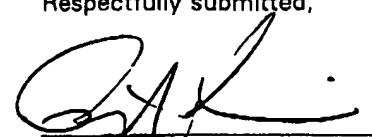
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37 CFR 1.104(a) and 1.106(b) and, in the course of each search, will review for relevance every document cited on the attached form even if not initialed.

Early and favorable consideration is earnestly solicited.

Respectfully submitted,

Dated: May 7, 2002



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Third Supplemental Information Disclosure Statement

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FORM PTO-1449

U.S. DEPARTMENT OF COMMERCE PATENT & TRADEMARK OFFICE

SHEET 1 OF 1
(REV. 7-80)

LIST OF REFERENCES CITED BY APPLICANT
(Use Several Sheets if Necessary)

DOCKET NO.: 3042/0G691US0 SERIAL NO: 09/447,259
APPLICANT: James D. MARKS et al.
FILING DATE: Nov. 23, 1999

OTHER REFERENCES
(INCLUDING AUTHOR, TITLE DATE, PERTINENT PAGES, ETC.)

*EXAMINER
INITIALS

1. Coppeto, Thomas, et al., USENIX, "OLC: An On-Line Consulting System for UNIX", Summer 1989.

EXAMINER: _____ **DATE CONSIDERED:** _____

***EXAMINER:** Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.